

SOLICITATION/CONTRACT/ORDER FOR COMMERCIAL ITEMS OFFEROR TO COMPLETE BLOCKS 12, 17, 23, 24, & 30				1. REQUISITION NUMBER	PAGE 1 OF 81
2. CONTRACT NO.	3. AWARD/EFFECTIVE DATE (mm-dd-yyyy)	4. ORDER NUMBER	5. SOLICITATION NUMBER RFP No. SRP380-12-R-0050		6. SOLICITATION ISSUE DATE (mm-dd-yyyy) 07-13-2012
7. FOR SOLICITATION INFORMATION CALL:	a. NAME Belle Mecabalo		b. TELEPHONE NUMBER (No collect calls) 832-0826		8. OFFER DUE DATE/ LOCAL TIME 8-13-2012 nlt 4PM
9. ISSUED BY Contracting & Procurement Section General Services Office U.S. Embassy Manila Seafont Compound, Pasay City		CODE	10. THIS ACQUISITION IS <input checked="" type="checkbox"/> UNRESTRICTED OR NAICS: SIZE STANDARD:		
			<input type="checkbox"/> SET ASIDE: % FOR <input type="checkbox"/> SMALL BUSINESS <input type="checkbox"/> EMERGING SMALL BUSINESS <input type="checkbox"/> HUBZONE SMALL BUSINESS <input type="checkbox"/> SERVICE-DISABLED VETERAN-OWNED SMALL BUSINESS <input type="checkbox"/> 8(A)		
11. DELIVERY FOR FOB DESTINATION UNLESS BLOCK IS MARKED <input checked="" type="checkbox"/> SEE SCHEDULE	12. DISCOUNT TERMS		13a. THIS CONTRACT IS A RATED ORDER UNDER DPAS (15 CFR 700) <input type="checkbox"/> 13a.		13b. RATING
					14. METHOD OF SOLICITATION <input type="checkbox"/> RFQ <input type="checkbox"/> IFB <input checked="" type="checkbox"/> RFP
15. DELIVERY TO		CODE	16. ADMINISTERED BY See Section 2 - Contract Clauses, DOSAR 652.242-70		
17a. CONTRACTOR/ OFFEROR		CODE	18a. PAYMENT WILL BE MADE BY		CODE
		FACILITY CODE	Financial Management Center U.S. Embassy Manila 1201 Roxas Boulevard, Ermita, Manila		CSM <u>LAN</u> ASB <u>RA</u>
TELEPHONE NO.					
<input type="checkbox"/> 17b. CHECK IF REMITTANCE IS DIFFERENT AND PUT SUCH ADDRESS IN OFFER		18b. SUBMIT INVOICES TO ADDRESS SHOWN IN BLOCK 18a UNLESS BLOCK BELOW IS CHECKED <input type="checkbox"/> SEE ADDENDUM			
19. ITEM NO.	20. SCHEDULE OF SUPPLIES/SERVICES		21. QUANTITY	22. UNIT	23. UNIT PRICE
	See Section 1, Schedule of Services under Continuation to SF-1449 (Use Reverse and/or Attach Additional Sheets as Necessary)				
25. ACCOUNTING AND APPROPRIATION DATA				26. TOTAL AWARD AMOUNT (For Govt. Use Only)	
<input checked="" type="checkbox"/> 27a. SOLICITATION INCORPORATES BY REFERENCE FAR 52.212-1, 52.212-4. FAR 52.212-3 AND 52.212-5 ARE ATTACHED. ADDENDA			<input checked="" type="checkbox"/> ARE <input type="checkbox"/> ARE NOT ATTACHED		
<input type="checkbox"/> 27b. CONTRACT/PURCHASE ORDER INCORPORATES BY REFERENCE FAR 52.212-4. FAR 52.212-5 IS ATTACHED. ADDENDA			<input type="checkbox"/> ARE <input type="checkbox"/> ARE NOT ATTACHED		
28. CONTRACTOR IS REQUIRED TO SIGN THIS DOCUMENT AND RETURN _____ COPIES TO ISSUING OFFICE. CONTRACTOR AGREES TO FURNISH AND DELIVER ALL ITEMS SET FORTH OR OTHERWISE IDENTIFIED ABOVE AND ON ANY ADDITIONAL SHEETS SUBJECT TO THE TERMS AND CONDITIONS SPECIFIED HEREIN.			29. AWARD OF CONTRACT: REF. _____ OFFER DATED _____ (mm-dd-yyyy). YOUR OFFER ON SOLICITATION (BLOCK 5), INCLUDING ANY ADDITIONS OR CHANGES WHICH ARE SET FORTH HEREIN, AS ACCEPTED AS TO ITEMS:		
30a. SIGNATURE OF OFFEROR/CONTRACTOR			31a. UNITED STATES OF AMERICA (SIGNATURE OF CONTRACTING OFFICER)		
30b. NAME AND TITLE OF SIGNER (Type or print)	30c. DATE SIGNED (mm-dd-yyyy)	31b. NAME OF CONTRACTING OFFICER (Type or Print)		31c. DATE SIGNED (mm-dd-yyyy)	

19. ITEM NO.	20. SCHEDULE OF SUPPLIES/SERVICES	21. QUANTITY	22. UNIT	23. UNIT PRICE	24. AMOUNT

32a. QUANTITY IN COLUMN 21 HAS BEEN

☐ RECEIVED ☐ INSPECTED ☐ ACCEPTED, AND CONFORMS TO THE CONTRACT, EXCEPT AS NOTED: _____

32b. SIGNATURE OF AUTHORIZED GOVERNMENT REPRESENTATIVE		32c. DATE (mm-dd-yyyy)	32d. PRINT NAME AND TITLE OF AUTHORIZED GOVERNMENT REPRESENTATIVE	
32e. MAILING ADDRESS OF AUTHORIZED GOVERNMENT REPRESENTATIVE			32f. TELEPHONE NUMBER OF AUTHORIZED GOVERNMENT REPRESENTATIVE	
			32g. E-MAIL OF AUTHORIZED GOVERNMENT REPRESENTATIVE	
33. SHIP NUMBER	34. VOUCHER NUMBER	35. AMOUNT VERIFIED CORRECT FOR	36. PAYMENT	37. CHECK NUMBER
<input type="checkbox"/> PARTIAL <input type="checkbox"/> FINAL			<input type="checkbox"/> COMPLETE <input type="checkbox"/> PARTIAL <input type="checkbox"/> FINAL	
38. S/R ACCOUNT NUMBER	39. S/R VOUCHER NUMBER	40. PAID BY		
41a. I CERTIFY THIS ACCOUNT IS CORRECT AND PROPER FOR PAYMENT		42a. RECEIVED BY (Print)		
41b. SIGNATURE AND TITLE OF CERTIFYING OFFICER		42b. RECEIVED AT (Location)		
		41c. DATE (mm-dd-yyyy)		
		42c. DATE REC'D (mm-dd-yyyy)		42d. TOTAL CONTAINERS

**SECTION 1 - THE SCHEDULE
CONTINUATION TO SF-1449
RFP NUMBER SRP380-12-R-0050
PRICES, BLOCK 23**

1.0 Description

The Contractor shall provide travel management services to the *U.S. Embassy Manila*, as described in this solicitation. The contract type is a requirements type contract for all travel management services required by the agencies set forth in Section 1, paragraph 27.0. The contract will be for a one-year period from the date to start services, set forth in the Notice to Proceed, with two (2) one-year options to renew.

2.0 Transaction Fees and Commission Refund Process

2.1 Transaction Fee. The Government shall pay the Contractor a transaction fee based on a fixed rate per transaction. See also Section 1, continuation of block 20, paragraph 2.0, Definitions, and paragraph 17.0 for further information on handling of transaction fees. See also paragraph 15.0 for a further description of Government Travel Charge Card, Centrally Billed Account (CBA), and Government Travel Request (GTR) sales.

2.2 Pricing

Transaction Type	Description of Services	Base Period (Per Transaction In US Dollars)	Option Period 1 (Per Transaction in US Dollars)	Option Period 2 (Per Transaction in US Dollars)
A	Self Service using the Online Booking Engine for Domestic or International Travel with Air and/or Rail, with or without Lodging and/or Car Rental Reservations			
B	On-site Services – Agent Assisted International Travel with Air and/or Rail, with or without Lodging and/or Car Rental Reservations			

C	On-site Services – Agent Assisted Domestic Travel with Air and/or Rail, with or without Lodging and/or Car Rental Reservations			
D	Self Service using the Online Booking Engine for Domestic or International Travel with Lodging and/or Car Rental Only (without Air or Rail)			
E	On-site – Agent Assisted International Travel with Lodging and/or Car Rental Only (without Air or Rail)			
F	On-site – Agent Assisted Domestic Travel with Lodging and/or Car Rental Only (without Air or Rail)			
G	Courier Delivery (within 2 calendar days) of paper ticket, if applicable			
H	Overnight Delivery of paper ticket, if applicable			

2.3 VALUE ADDED TAX (V.A.T)

Value Added Tax (VAT) shall not be included in the firm fixed price as it is not applicable to this contract.

The U.S. Government is exempt from payment of taxes as a qualifying entity under Section 3(b)(3) of Revenue Regulations No. 6-97 dated January 2, 1997. In accordance with this regulation, all sales made by the Contractors or supplies to the U.S. Government are subject to zero percent (0%) rate and are, therefore, not subject to the value added tax.

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CONTINUATION TO SF-1449
RFP NUMBER: SRP380-12-R-0050
SCHEDULE OF SUPPLIES/SERVICES, BLOCK 20
DESCRIPTION/SPECIFICATIONS/WORK STATEMENT

1.0 Scope of Work

1.1. The Contractor shall provide corporate travel services for official domestic and international travel of Government employees and their dependents. Domestic and international travel includes travel within the country in which the *U.S. Embassy Manila* is located and travel outside that country, including travel within the U.S and other countries. The corporate travel services that the Contractor shall provide include:

- Travel reservations, issuance and delivery of tickets for air, rail, bus and steamship carriers; and where possible, advance seat assignments and advance boarding passes;
- Reservations for lodging accommodations;
- Commercial automobile rental services;
- Assistance in obtaining passports, visas, and advice regarding health requirements;
- Detailed travelers' itineraries;
- Management information and billing reports derived from the booking database;
- Automated reconciliation of travel charges incurred through the Government's CBA accounts;
- Information pamphlets for Government travelers who use the contract.

1.2. Each of these items is discussed in detail in Section 1, continuation of block 20, paragraph 3.0, "Contractor Requirements for Providing Official Travel Services".

1.3. The Contractor shall also, if requested, provide on an open-market basis, complete personal travel services and support for Government employees and their dependents requesting personal (unofficial) travel arrangements. However, no individual is required to use the services under this contract for personal travel. The transaction fees listed in the Pricing portion of this contract apply only to official travel. The Contractor may charge the same fee or a lesser or greater fee for personal travel. However, the Contractor is responsible posting in a clearly visible public place the transaction fees to be charged for personal travel.

1.4. The Contractor shall also provide travel services for any individual sponsored by a participating agency under this contract, including personnel on temporary duty. Additionally, the Government is often called upon to assist U.S. citizens who wish to return to the U.S. The Contractor may be called upon to assist with the travel arrangements in such cases. The Contractor shall direct any question as to whether or not a service should be provided to a particular person, to the Contracting Officer or the Contracting Officer's Representative.

1.5. Upon the request of employees or other persons with disabilities traveling on official business, the Contractor must arrange necessary and reasonable accommodations, including but not limited to airline seating, in-terminal transfers, ground transportation and barrier-free or otherwise accessible lodging.

2.0 Definitions and Acronyms

Agency – U.S. Government activity at post, such as State Department, Foreign Commercial Service, or Foreign Agricultural Service.

ARC - Airlines Reporting Corporation. Website: <http://www.arccorp.com>.

Business Day - Monday through Friday, 7:30 A.M. to 4:30 P.M., except Saturday, Sunday and holidays listed in Section 2, DOSAR 652.237-72, "Observance Of Legal Holidays And Administrative Leave".

CBA - Centrally Billed Account. Account established by a charge card Contractor at the request of an agency as defined in this document. Consolidated airline ticket charges accrued through use of centrally billed accounts shall be billed monthly. Expenses billed against centrally billed accounts are paid to the Government travel charge card program Contractor.

Commission - Amount paid to the Contractor by another entity not a party to this contract, such as an airline, for each airline ticket the Contractor books for that airline.

COR - Contracting Officer's Representative. See Section 2, DOSAR 652.242-70, Contracting Officer's Representative (COR)

CRS - Central Reservation System. A major airline computer reservations system, such as Apollo, Sabre or Worldspan.

Embassy – Refers to U.S. Embassy Manila.

Emergency - An unforeseen combination of circumstances that calls for immediate action. The term emergency includes, but is not limited to, disasters, forest fires, evacuations, floods, and civil unrest.

Federal Travel Regulation (FTR) - See 41 CFR Chapters 300-304. Chapter 301 governs travel and transportation allowances for Federal civilian employees. Available from the Superintendent of Documents, U.S. Government Printing Office, Washington, D.C. 20402-9325: (1) as a bound volume of the Code of Federal Regulations (41 CFR, Chapter 201 to end); and (2) in a loose-leaf edition. Also available on the internet at: <http://www.policyworks.gov>

Fly America Act - See 49 U.S.C. 40118. The Fly America Act requires Federal employees and their dependents, consultants, contractors, grantees and others performing United States-financed air travel to travel by U.S. flag carriers. Details contained in 41 CFR 301-10.131 through 301-10.143 and 14 FAM 583.

Government - U.S. Government, including all participating U.S. Government agencies.

Government Excess Baggage Authorization/Ticket (GEBAT) - Issued by the carrier to the traveler when presented with a GTR that authorizes the carriage of excess baggage. The GEBAT is used by the carrier(s) to support subsequent billing of charges. Excess baggage is reimbursable up to the weight authorized. NOTE: GEBAT's are gradually disappearing. If the traveler is not using a GTR, the traveler will pay for excess baggage with a credit card or cash.

Government Travel Charge Card - General Services Administration (GSA) Contractor-issued charge card to be used by travelers of an agency to pay for passenger transportation services, subsistence expenses and other allowable travel and transportation expenses incurred in connection with official travel. Although the employee is liable for payment of all charges

incurred, including those for ATM withdrawals, the employee shall be reimbursed by his/her agency for all authorized and allowable travel and transportation expenses.

GSA - U.S. Government General Services Administration.

GTR - Government Travel Request issued on a SF-1169 which is provided to a carrier or a carrier's agent to procure passenger transportation services for the account of the U.S. Government. The GTR shall be used as a supporting document with the bill for the transportation charges.

Hotel and Motel Fire Safety Act of 1990 - Public Law 101-391, September 25, 1990. An Act to amend the Federal Fire Prevention and Control Act of 1974 to allow for the development and issuance of guidelines concerning the use and installation of automatic sprinkler systems and smoke detectors in places of public accommodation affecting commerce, and for other purposes. A copy of the Act can be obtained by writing: Hotel/Motel Fire Safety, Office of Fire Prevention and Arson Control, Fire Administration, 16825 S. Seton Ave., Emmitsburg, MD 21727, USA. As defined in the Act, this only applies to the United States and its territories as described on the website at <http://www.usfa.fema.gov/hotel>.

Hotel and Motel Fire Safety Act National Master List - Places of public accommodation in the United States and its territories that meet the fire prevention and control guidelines under the Hotel and Motel Fire Safety Act. Current information is also available on the internet at <http://www.usfa.fema.gov/hotel>.

Lowest Available Fare - Except for the constraints of the airline contract program described in Section 1, continuation of block 20, paragraph 3.2.2 and the Fly America Act, Section 1, continuation of block 20, paragraph 3.2.3, the Contractor shall book the lowest available fare in accordance with agency policy, if any, as expressed in the contract. If reservations made by the Contractor are not at the lowest available rate allowed, at the time of ticketing, the Contractor shall refund the difference to the Government.

Media - A broad spectrum of methods used to provide a permanent record of communications (examples include paper, EDI, electronic, floppy disk, optically stored media, computer disks, microfiche, microfilm, computer to computer communications via mode, Networks (value added), facsimile or any other acceptable method of available communication).

OAG - Official Airline Guide. Official Airline Guide (both Flight and Travel Guides). The OAG is available on the internet at <http://dos.oag.com/reg.htm>

Official Travel - Travel that is paid for and/or for which the traveler is reimbursed by the Government.

Personal Travel - Travel that is paid for by the employee/dependent and for which reimbursement will not be provided by the Government.

PNR - Passenger Name Records

Refund - Ticket refund consists of the value of the ticket, but does not include transaction fee or other service fee associated with issuing of the ticket. For billing purposes under this contract, a refund is not a separate transaction.

Service Fee - Pricing, if any, for a value-added service.

Standard Carrier Alpha Code (SCAC) - Used by the Government to audit the Contractor's billings. SCAC code may be obtained from the National Motor Traffic Association, Inc. 2200 Mill Road, Alexandria, VA 22314; telephone (703) 512-1800. The current cost is \$28.00 (\$24.00 to renew). The SCAC is only applicable if a GTR is used for payment.

Taxes and Fees - Charges for transportation imposed on travelers by other authority, such as U.S. Government federal taxes, airport passenger facility charges.

Transaction - Issuance of a ticket for common carrier transportation, or changes to that ticket after issuance. Other travel reservations associated with the travel under that ticket, including but not limited to, hotel reservations, car rental, and other traveler services, are not considered a transaction for purposes of charging a transaction fee.

Transaction Fee - Fee, charged by the Contractor, for issuance of a ticket for common carrier transportation or changes to that ticket, after issuance. Paragraph 17.0 addresses when a transaction fee may be charged for a transaction.

Travel Authorization - Document authorizing official Government travel.

Travel Management Center (TMC) - A commercial travel firm under contract to US Embassy Manila that provides reservations, ticketing and related travel management services for Federal travelers.

Travel Services - Transportation reservations, issuance and delivery of tickets for all modes of transportation; reservations for lodging and vehicle rental services; and ancillary support related to travel.

Traveler's Checks - GSA Government travel charge card program Contractor-issued traveler's checks.

User Friendly - Ease of use geared towards those with a rudimentary or limited knowledge of computer systems and operations. The knowledge base includes how to log on and off the system, simple menu-based functions in a typical graphical user interface Windows-like environment, (for example, as point and click functions such as file, open, close), simple one-step commands, such as search, print and save.

3.0 Contractor Requirements for Providing Official Travel Services

3.1. Taxes - When reservations are made for official business, the Contractor shall ensure that rate does not include taxes for which diplomatic personnel are exempt.

3.2 Transportation

3.2.1 The Contractor shall comply with mandatory Government programs for air travel. Except for the constraints of the "City Pairs" contract program noted below, and the Fly America Act, the Contractor shall book the lowest available fare that satisfies the agency's mission requirements. If reservations made by the Contractor are not at the lowest available rate allowed by policy, the Contractor shall refund the agency the difference.

3.2.2. City Pairs Program

3.2.2.1. GSA has awarded contracts to certain airlines for reduced air fares between numerous city/airport pairs. The contract air service (e.g., 'YCA', '_CA') is mandatory for official Government travel (which includes all travel funded by the Government), unless the Government approves the use of non-contract fares under the exceptions specified in the FTR. In cases of separate contract awards between specific airports in cities, the traveler may use the airport that best meets their needs without further justification. These contract fares may be obtained only with a GTR, a Government Travel Charge Card or a CBA.

3.2.2.2 Promotional or other types of discount fares can be used on contract city/airport pair routes if they are offered by the contract carrier and are lower in cost than contract fares.

Contract fares shall not be used for any personal travel, including those instances where portions of personal travel are substituted for a leg of an officially authorized trip.

3.2.2.3. There are a limited number of non-contract fares (YDG or similar), restricted to official Government travelers, which are obtainable only with a GTR, Government Travel Charge Card, or CBA. Such fares can only be used when contract fares are not available or when offered by the contract carrier in that city/airport pair route at a lower cost than the contract fare.

3.2.2.4. When non-contract carriers offer restricted or unrestricted coach fares to the general public which are lower than the Government contract fares, the Contractor may only use such lower fares on the application of exceptions contained in the current GSA Airline City-Pair Program. GSA contracts annually for air passenger transportation services between designated city/airport pairs. Since the contract is awarded annually the contractor must check the most current contract found on the Internet at <http://www.gsa.gov>, then click on "Travel on Government Business".

3.2.2.5. It should be noted, however, that any restricted fare which provides for a monetary penalty for itinerary changes or flight cancellations shall not be used without the written consent of the using agency.

3.2.2.6. Full coach fares may be used if no reduced fares are available.

3.2.3 The Fly America Act generally precludes use of non-US flag carriers, except as provided in the FTR and the Foreign Affairs Manual, Volume 6.

3.2.4. The Contractor shall provide the Government with the reservation and ticketing services which industry practice normally accords corporate or private travelers, to include new and improved reservation and ticketing technologies. These shall include a 24-hour, toll-free number available to travelers to perform emergency itinerary changes and emergency services outside regular business hours. The Contractor shall be responsible for ensuring that any subcontractor providing such emergency service complies with all conditions of the contract.

3.2.5. The Contractor may only issue premium class tickets for which the Government will have to pay an additional amount when the accompanying travel orders provide authority for that travel. This does not apply to situations in which frequent flyer benefits will be used to obtain the premium class tickets.

3.2.6. Back-to-back faring, or hidden city ticketing are prohibited under this contract.

3.2.7. The Contractor shall provide the traveler with last seat availability, advance seat assignment, and advance boarding passes on all airlines for which the Contractor can offer these services.

3.2.8. The Contractor shall make adjustments for any change(s) in flight, train, bus or steamship schedules. Tickets and billings shall be modified or reissued to reflect these changes.

3.2.9. The Contractor shall make a timely effort to notify travelers of airport closings, canceled or delayed flights, trains, buses or voyages.

3.3. Lodging

3.3.1. The Contractor shall provide lodging reservation services. These services shall include initiating and confirming reservations and confirming the rate at which the reservation is made.

3.3.2. Where the Government has agreements with hotels/motels for discount Government rates, the Contractor shall endeavor to obtain such rates for Government travelers. (Frequently these rates are capacity-controlled.) If necessary to obtain Government rates, the Contractor shall call such hotels directly, rather than by toll-free numbers. The Contractor shall also make available to the Government any lower-priced, guaranteed corporate or other discount rates it has negotiated at these or other hotels.

3.3.3. Final selection of accommodations rests with the traveler. If reservations made by the Contractor are not made at the lowest available Government rate, the Contractor shall refund the Government the difference. Since final selection of accommodations rests with the traveler, the reservations made by the Contractor shall be made at the lowest available rate that complies with the traveler's request, or the Contractor shall refund the Government the difference. Lodging reservations for Federal Government employees on official business shall comply with the Hotel and Motel Fire Safety Act of 1990 (see Definitions). Selected lodging shall comply with the Hotel and Motel Fire Safety Act of 1990, if available, unless an exception is granted by the COR. As stated in the definition in paragraph 2.0, the Hotel and Motel Fire Safety Act of 1990 only applies to the United States and its territories.

3.4. Rental Vehicles

3.4.1 The Contractor shall reserve commercial vehicles for Federal travelers, if requested. The Military Traffic Management Command, Department of Defense, has negotiated Government discount rates on an unlimited mileage, flat daily or weekly basis with major rental automobile

companies. Participating locations of these companies have agreed to make these rates available to civilian as well as military employees. These companies and their established discount rates are the first source for Federal travelers, as required by the FTR. Considering daily or extended rates, the Contractor shall reserve vehicles from these sources or, if no vehicles are available at Government rates, from other firms at the lowest total cost available to the traveler, which includes full loss/collision damage waiver (LDW/CDW), to the traveler.

3.4.2. Under the FTR, it is incumbent upon the traveler to be prudent in selecting the method of ground transportation that best meets the traveler's needs. Therefore, since the final selection of car rental companies and car sizes rests with the traveler, the reservations made by the Contractor must be made at the lowest available rate which conforms to the traveler's request, or the Contractor must refund the agency the difference. If reservations made by the Contractor are not the lowest available Government rate, the Contractor shall refund the agency the difference.

3.5.1 – 3.5.5 “RESERVED”

3.5.6. Information Pamphlets

3.5.6.1. The Contractor shall develop, print and deliver to the Government, pamphlets listing procedures for traveler use of the services under this contract. These should be approximately pocket or letter size, about two pages long, and should provide Contractor phone numbers and other relevant information. The Contractor shall prepare as many pamphlets as required by the Government, subject to approval by the COR, who shall review the pamphlet before it is printed and delivered in quantity to the Government. The Contractor shall maintain at its expense a sufficient supply of these pamphlets throughout the duration of the contract and furnish additional quantities after the initial quantity, when requested by the COR.

3.5.6.2. Additionally, the Contractor shall include one pamphlet with each ticket and itinerary package ordered during the first quarter of the contract period (first three months), and the first quarter of any option years extended under the term of any resulting contract(s).

3.5.7. “RESERVED”

3.6. Traveler's Itineraries - The Contractor shall provide to each traveler a complete, printed itinerary document including, but not limited to the following:

- carrier(s);
- flight, train, bus and voyage number(s);

- if applicable, annotate that the traveler refused the contract or lowest fare offered;
- departure and arrival time(s) for each segment of the trip;
- name, phone number, location, room rate(s), confirmation number of hotels/motels booked by the contractor at each destination and guaranteed arrival check-in time, cancellation requirements; and where applicable, tax exempt information. If requested by the Government, the Contractor shall include a clear statement regarding compliance with the Hotel and Motel Fire Safety Act of 1990. If requested, the statement shall read as follows: "The lodging selected satisfies (or does not satisfy) the requirements of the Hotel and Motel Fire Safety Act of 1990." The Government would only make this request if travel will be within an area covered by this Act.
- vehicle rental company, to include name and toll free telephone number of supplier, pickup and return dates, location of pickup, confirmed rate and confirmation number and, where applicable, special pickup instructions and hours of operation, notably for off-airport suppliers.
- local and toll-free 800 numbers, (the latter only if available in the country in which these services are provided) for both the servicing office and the after-hours emergency services location. If toll-free 800 numbers are not available, then the collect calls shall be accepted and this notification shall be included on the itinerary.
- a statement and a copy of the passenger receipt coupon of all charges associated with the transportation ticket, including the ticket number, price, fees charged and a description of those fees.
- Indicate type of ticket, electronic or paper.
- if use of a non-contract carrier is authorized, the Contractor shall annotate one or more of the following reasons to show contract city-pair coverage and agency justification for non-use. The Contractor may use alpha or numeric codes for representation;
 - Space or scheduled flights are not available in time to accomplish the purpose of travel, or use of contract service would require the traveler to incur unnecessary overnight lodging costs which would increase the total cost of the trip; or

- The Contractor's flight schedule is inconsistent with explicit policies of individual Federal departments and agencies, where applicable, to schedule travel during normal working hours; or
- A non-contract carrier offers a lower fare available to the general public, the use of which will result in a lower total trip cost to the Government, to include the combined costs of transportation, lodging, meals, and related expenses. Note: This exception does not apply if the contract carrier(s) offers a comparable fare and has seats available at that fare, or if the lower fare offered by a non-contract carrier is restricted to Government and Military travelers on official business and may only be purchased with a GTR or Government contractor issued general charge card, such as, YDG, MDG, ODG, VDG and similar fares.

3.7. Ticket Delivery

3.7.1. The Contractor shall provide delivery to all local delivery points (up to twice a day) of tickets, itineraries, and boarding passes (if applicable), and other travel documents, as determined necessary by the Embassy. The Contractor shall also provide emergency delivery to those local delivery points or the local airport within two hours notice. Tickets shall routinely be provided no earlier than two days in advance of travel unless the Government requests otherwise. The Contractor shall deliver tickets only to employees designated by the Government. When agreeable to the traveler and Government, the Contractor may generate electronic tickets.

3.7.2. Travelers shall be provided an itinerary and confirmation number in advance of travel. Prepaid tickets shall not be used as a routine method of providing tickets.

3.8. "RESERVED"

3.9. Management Reports and Deliverables - The Contractor shall provide the Government with management information reports. As a minimum, the Contractor shall develop the following reports which shall be delivered within the time frames set forth in Section 1, continuation of block 20, paragraph 10.0:

3.9.1. QUARTERLY PROBLEMS AND SOLUTIONS REPORT - A concise quarterly narrative (no more than one page) of the Contractor's activities. This report shall identify problems and recommend solutions. The report shall include suggestions to enhance service,

where appropriate. The Government encourages interim reports, as deemed necessary by the Contractor;

3.9.2. QUARTERLY SALES ACTIVITY REPORT - A quarterly summary of sales activity data. The Contractor shall prepare the report in accordance with the sample in Section 1, Attachment 2. This summary shall reflect all official sales activity for each agency using the contract, whether the travel was purchased using a GTR, Government Travel Charge Card or CBA.

3.9.3. RECONCILIATION REPORT OF TRANSPORTATION BILLINGS

3.9.3.1. The Contractor shall provide automated reconciliation of transportation billings charged through user agencies' CBA accounts. The Contractor shall use an automated accounting system with direct interface among the reservation, ticketing and accounting elements so that all passenger reports and summary data are automatically generated from point-of-sale information.

3.9.3.2. "RESERVED"

3.9.4 MONTHLY TRANSACTION FEE REPORT

3.9.4.1 A monthly report based on the transaction fee schedule of the contract. This report shall list all transaction fees to be paid by user agency. The fees shall be broken down, not only by agency, but also by type of transaction, following the line items in the pricing portion of this contract. For example, if a courier is used, the transaction fee associated with courier delivery shall be listed separately from the standard transaction fee.

3.10. Communications System and Emergency Services

3.10.1. The Contractor shall provide service, Monday to Friday, 7:30 A.M. to 4:30 P.M., compatible with the Embassy's standard workday. Section 1, continuation of block 20, paragraph 13.0, below sets forth the normal working hours for Contractor personnel providing services under this contract. The Contractor shall provide dedicated telephone service for the account(s) at no cost to the Government, to include:

- toll-free service for Government use, to the servicing location, during regular working hours;

- a 24-hour toll-free number available to travelers which will allow immediate access to a reservation agent to perform emergency itinerary changes outside regular business hours;
- and the acceptance of collect calls when toll-free access is unavailable.

3.10.2. The Contractor shall be responsible for ensuring that any subcontractor providing 24-hour emergency service complies with all conditions of the contract.

3.10.3. In the event of emergencies (e.g., Presidential-declared disasters, forest fires, evacuations, floods, hurricanes, etc.), the Contractor shall maintain operations necessary to support the Government under this contract. This includes manning the office 24 hours a day as required by the Government responding to the emergency/evacuation and providing necessary delivery of tickets.

3.10.4. The Contractor shall answer at least 80 percent of calls within 20 seconds and provide a recorded message for those calls not answered in 20 seconds. The recorded message shall give the traveler at least two options:

- to hold or
- to leave a message for a call back.

Return calls shall be made within one (1) hour. The Contractor shall respond to facsimile or e-mail requests by close of business on the following business day, unless travel is scheduled on a weekend, holiday, or business day subsequent to the day of the request.

3.10.5. Many times services required outside normal working hours are as a result of visits by U.S. Government officials to the Embassy. In providing this service, the Contractor may be required to provide Travel Counselors/Reservationists on weekends, holidays and/or weekdays before or after normal office hours. In adhering to this requirement, the Contractor shall comply with all local labor laws including the payment of staff overtime when applicable. Additionally, the Contractor shall provide travelers' assistance services to official visitors. The average annual number of visitors requiring traveler's assistance services is **175**. Services would be of a "Visitors Bureau" type that, as a minimum, could include the following:

- Lodging Reservations
- Travel Changes and Confirmations

- Travel Document Preparation for Military Travel
- Documentation for Travel Required by Foreign Governments

3.10.6. The Contractor shall be capable of accepting most major credit cards for payment of travel services.

3.10.7. If the Contractor's reservation center is remote from the Embassy, the Contractor shall provide toll-free numbers for use by agencies' employees to make reservations during the Embassy's regular hours of operations. Remote is defined as areas where agencies would have to make long-distance calls to reach the Contractor.

3.10.8. Emergencies - The Contractor shall continue to provide services during emergencies or contingencies. In connection with evacuations or large scale air movements of noncombatants, refugees or troops, the Contractor shall establish temporary office or expand existing services, as appropriate, to expedite travel (such as, Noncombatant Evacuation Operation missions). The Government will provide its own facilities during emergencies, as required.

3.11. Media - In addition to the required reports, the Contractor shall produce, within reasonable parameters, other management reports in formats and media requested from time to time by the Contracting Officer. To compile such reports, Contractor's back-office computer shall be capable of collecting all data from reservation and ticketing records in the format requested. The Contractor shall also have the capability to capture data for reports when the CRS is not operating and for airlines that do not subscribe to a CRS.

3.12. Telefax Capability - The Contractor is required to have international FAX capability at each site from which services are provided under this contract.

3.13. Project Management - The Contractor shall provide reservation agents, personnel and equipment necessary to assure that the highest quality of service is provided. The Contractor shall have the capability to make reservations and provide tickets at its servicing office(s) when its Centralized Reservation System (CRS) is not operating and when reservations cannot be made on an airline through a CRS.

3.14. eTravel Service (eTS) - The electronic travel (eTravel) project is grounded in the President's E-Government initiative and the Administration's commitment to employ the latest technology to create a more efficient, citizen-centered Federal Government. The eTravel project was launched in response to The President's Management Agenda. eTravel is a change

management initiative that is supported and enabled by technology. Its mission is to improve the internal efficiency and effectiveness of the Federal Government by simplifying applicable policies and regulations and by implementing common administrative processes for Government travel services that eliminate duplicative and redundant processes and systems. eTravel is a collaborative, inter-agency initiative whose purpose is to realize operational efficiencies, cost-savings, and increased service to the Federal traveler through a common, automated, and integrated approach to managing Federal Government travel functions.

The eTravel initiative provides a web-based, end-to-end travel management service for use by all civilian Executive Branch departments and agencies of the Federal Government. There are currently three vendors awarded contracts to support the eTravel: Northrop Grumman Mission Systems; CW Government Travel; and EDS. Use of the eTravel Service (eTS) by Executive Branch agencies is established by policy and regulation. The eTravel Program Management Office ensure compliance with the policies, regulations, and use of the common Government-wide eTS.

Information on the eTS can be found by clicking the [eTS web page](#).

3.15 eTS REQUIREMENTS - In support of eTS as specified in agency task orders, the Contractor shall:

- Ensure that products/services provided to participating agencies complement and support the eTravel Service (eTS) and its objectives in an efficient and cost-effective manner. The objective of the eTS is to:
 - Consolidate travel processes at the Government-wide level;
 - Consolidate travel processes through the common Government-wide eTravel Service
 - Consolidate data to enable leveraging the Government's travel buying power;
 - Provide an integrated, web-based travel management environment that is customer-centric, self-service, and offers end-to-end travel services from travel planning, reservation and ticketing services through voucher approval and common data output for agency financial systems;
 - Facilitate and simplify the travel process for the Federal traveler, and improve customer service to the Federal traveler; and foster superior customer satisfaction;
 - Accelerate reimbursement of travel expenses to the Federal traveler and to travel charge card vendors;
 - Enable central travel management and make travel procedures configurable at the department, agency, and subordinate organization levels;

- Minimize or eliminate the Government's capital investment as well as Government-wide operational and maintenance costs;
 - Significantly reduce the cost of Federal travel management to achieve dramatic savings by avoiding unnecessary duplication of automation efforts by the various federal agencies;
 - Provide Government-wide consolidated and aggregated data to support world class travel management and afford greater visibility into Federal travel processes for continued management improvement and cost savings;
 - Leverage commercial and Government travel management best practices and adopt commercial standards and practices wherever possible;
 - Maximize the use of open architecture standards, as well as leverage industry standards and commercially available services and support items.
- Work and exchange data with the eTS contractor under contract with the Government as specified in the task order. This may include interfacing/integrating with the eTS provider by providing contact information, telephone numbers, file formats/sample PNRs, open branch access/pseudo city codes; participating in subcontractor/teaming agreements; participating in training and/or meetings; non-disclosure agreements; synchronization and security requirements; etc. Unless otherwise mutually agreed to between the eTS and TSS contractors, ownership of the PNR shall reside with the ticketing entity. Each eTS contractor's standards for accommodating non-eTS travel agent service providers is provided at Attachment 1.
 - The Contractor must state its understanding that its services, products and processes offered must complement the eTravel Service (eTS) for all civilian agencies using the eTS. If the Contractor is offering a booking engine in conjunction with its offered services, it must state its understanding that such a booking engine may only be offered to those agencies not participating in the eTS (in full or in part) and/or to those agencies not subject to the Federal Travel Regulation.

3.16 ETS Definitions

Transaction A - Air and/or Rail Ticket with or without Lodging and/or Car Rental Reservations: Transaction A fee applies for all arrangements and reservations related to one itinerary for which an air or rail ticket is issued. The fee includes making and changing arrangements (air/rail, lodging, and/or car rental) for one or multiple locations. The fee may only be charged at time of ticket issuance and is not refundable if the travel is subsequently cancelled. The transaction fee covers the processing of refunds or credits for unused tickets. An additional transaction fee may be incurred if changes in the

itinerary require the issuance of a new ticket. The contractor shall not charge a fee for cancellations made prior to issuance of tickets. Research of travel arrangements, changes to existing arrangements, and air/rail reservations for which tickets are not generated shall not be considered Type A transactions.

Transaction B - Lodging and/or Car Rental Reservations: Transaction B fee applies for all arrangements and reservations related to one itinerary for which an air or rail ticket is not issued. The fee includes making and changing lodging and/or car rental arrangements for one or multiple locations when air or rail transportation is not included in the itinerary. Research of travel arrangements, changes to existing arrangements, and reservations that are cancelled prior to the check-in date shall not be considered Type B transactions

3.17 ETS Delays. In the event there are delays with the implementation of ETS, the contractor shall only be required to provide the agent assisted or on-site travel management services as set forth in this contract until ETS is implemented, and the OBE is configured to support the Post population

4.0. Contractor Priority - The Government's travel requirements shall be accorded the highest priority. The Contractor must ensure that non-Governmental travel considerations do not delay, impede, or frustrate the Contractor's timely effective processing of official Government travel.

5.0 Furnishing of Equipment/Property

5.1. The Government will provide the property listed in Section 1, Attachment 3. The Contractor has the option to reject any or all Government furnished property or items. However, if the Government furnished property is rejected, Contractor shall provide all necessary property, equipment or items, adequate in quantity and suitable for the intended purpose, to perform all work and provide all services at no additional cost to the Government. The Contractor shall use all Government furnished property or items only in connection with performance under this contract. The Contractor is responsible for the proper care, maintenance and use of Government property in its possession or control from time of receipt until properly relieved of responsibility in accordance with the terms of the contract. Negligent use of Government furnished property that results in damage or destruction is cause for repair or replacement at the Contractor's expense.

5.1.1. The Contractor shall maintain written records of work performed, and report the need for major repair or replacement work for Government property in its control. The Contractor shall

assure that the Government property will be used only for those purposes authorized in the contract and that any required approvals for use will be obtained prior to use.

5.1.2. The Contractor shall physically inventory all Government property in its possession. Physical inventories consist of sighting, tagging or marking, describing, recording, reporting and reconciling the property with written records. The Contractor shall conduct these physical inventories annually, as directed by the COR, and at termination or completion of the contract. Unless approved in advance by the Contracting Officer, personnel who maintain the property records or who have custody of the property shall not be the individuals who perform these inventories.

6.0 Space for Performance of Required Services

6.1. **On-site Services** -For the provision of On-site Travel Management Center (TMC) Services, the Contractor shall operate out of the Government's facility identified in Attachment 3, Government Furnished Property, located at the address set forth below in paragraph 12.0, "Place of Performance". Any renovation to the space, such as erection or removal of walls and partitions, electrical or plumbing connection, painting, carpeting, and any other related work, shall be at the Contractor's expense. All plans for space renovation must be approved by the COR and all arrangements for renovation work must be made by or through the COR. Until such time as office space and telecommunications arrangements are completed within the Government location, the Contractor shall arrange for delivery of travel documents to the Government location. If working in Government-provided space, the Contractor's employees shall abide by the Government's smoking policies.

6.2. The Contractor shall be responsible for paying for its portion of the telephone and fax bill.

6.3. The Contractor shall ensure that its employees and agents working on the U.S. Government premises shall observe all health and safety codes including participation in safety drills when directed either orally or by established signals, fire alarms, bomb threat alarms, etc. The Contractor's employees shall know the Embassy's fire regulations and shall report fires immediately upon detection by using the nearest fire alarm or by telephoning the Marine guard. The Contractor's employees shall participate in a security briefing about security measures required at the Embassy and the safe guarding of private information about any Embassy travelers.

7.0 Minimum Personnel Requirements

All Contractor personnel providing services under this contract shall be fluent in English as well as the local language and meet the following requirements. See also paragraph 20.0 below, “Key Personnel”, for requirements regarding Key Personnel.

7.1. Contractor's Project Manager – The Contractor shall provide a Project Manager who shall be responsible for the administration, supervision, and coordination of its Government operations. The Project Manager shall have experience in the management of travel services and shall have adequate authority to make decisions for the timely resolution of problems. The Project Manager shall coordinate closely with the COR.

7.2. Site Manager(s) - At each site, the Contractor shall provide a Site Manager who is experienced in operating automated reservation and ticketing equipment to arrange transportation via all modes, lodging, and vehicle rentals. The Site Manager shall have supervisory experience with travel accounts, and be experienced in operating the automated reservation and ticketing systems proposed for this account.

7.3. Travel Counselors/Reservationists - The Contractor shall provide full-time travel counselors/reservationists. The Travel Counselors/Reservationists shall have been trained in operating the proposed automated reservation and ticketing equipment. The Contractor shall provide qualified substitute personnel for absent permanent employees, when service levels are negatively impacted, as determined by the Government.

7.4. Other Personnel - The Contractor shall provide whatever other personnel are necessary to comply with the requirements of this contract.

7.5 Other Considerations – All Contractor personnel who provide services under this contract shall be acceptable to the Government in terms of personal conduct. Employment and staffing difficulties shall not be justification for failure to meet established schedules.

8.0 Contractor's Quality Control Plan

8.1. General. The Contractor shall maintain procedures to continually monitor the quality of travel services, with the goal of providing and maintaining the highest level of customer service/satisfaction. These procedures shall ensure compliance with communication requirements, Section 1, continuation of block 20, paragraph 3.10 and include:

- an internal method for monitoring, identifying and correcting deficiencies in the quality of service furnished the Government and
- Quality Service survey form that addresses travel services to be furnished under this contract.

8.2. Specifics. The Contractor's Quality Control plan shall outline procedures to ensure that the lowest applicable fares are obtained and that the Contractor complies with contract city-pair fares. To ensure compliance, the Contractor shall, as necessary:

- make adjustments for any change(s) in flight, train, bus or steamship schedules;
- modify or reissue tickets and billings to reflect any changes;
- provide timely notification to customers of changes to tickets/itineraries, particularly those which occur after ticket issuance (e.g., fares, routing, delays, closings), and;
- provide courteous and prompt resolution of customer complaints.

The Contractor's automated system shall assure reservation accuracy and lowest fares, and rebooking passengers at lower fares or reserving preferred seats if such fares or seats are not available at the first attempted booking. Additionally, the Contractor shall identify methods to check all tickets/itineraries for required data and lowest fares, to include those that cannot be checked through the automated system(s).

8.3. Within fourteen days of contract award, the Contractor shall furnish a Quality Service survey (questionnaire) to the COR for approval. The Quality Service survey shall include, as a minimum:

- measurement factors for prompt telephone response;
- courtesy and professionalism of Contractor personnel;
- reservation accuracy;
- ticket delivery and document accuracy, and;

- overall quality of service provided.

Additionally, the survey form shall identify the Contractor and provide space for customer comments. The Contractor shall periodically distribute these questionnaires to at least ten percent (10%) of ticketed travelers, but not less than twice a year. The Contractor shall make these responses available to the COR.

9.0 Transition Requirement and Continuity of Services

9.1. The Contractor shall comply with FAR clause 52.237-3, "Continuity of Services", during any transition period.

9.2. The Government requires a smooth and orderly transition between the Contractor and the successor Contractor to ensure minimum disruption and avoid decline in service to the Government. Unless otherwise specified by the Government, the Contractor shall provide to the successor Contractor copies of all bookings and Passenger Name Records (PNRs) taken on or before the contract expiration date, for travel taking place after the expiration of the contract. In addition, the Contractor shall provide the successor Contractor with copies of all agency profiles and all Government traveler sub-profiles as well as all Government travel preference profile cards currently in possession of the Contractor, as directed by the Contracting Officer or COR.

9.3. The Contractor shall book all requests it receives prior to the expiration of the contract regardless of the date of commencement of travel. Unless otherwise requested by the ordering agency, however, the Contractor shall not issue tickets for travel that commences later than two working days after the expiration of the contract.

9.4. For example, if a contract ends on Friday, the Contractor, unless otherwise requested, shall not issue tickets for travel commencing later than the following Tuesday. The Contractor is required to issue and deliver all such tickets by close of business of the last working day of its contract (in this example, Friday). Issuance of and delivery of tickets for travel beginning the following Wednesday or later, even if originally booked by the Contractor, is the responsibility of the successor Contractor. As of Monday, all new requests shall be handled by the successor Contractor.

9.5. The Contractor shall adhere to the following procedures during the transition process:

9.5.1. The outgoing Contractor shall not take travel reservations later than twelve noon on the day of operations except in cases of emergency travel. Such emergency ticketing shall be done only when authorized by the COR.

9.5.2. Afternoon hours of the final day of operation for the outgoing Contractor shall be used for the transfer of the PNR's to the incoming Contractor.

9.5.3. If the transition is for an on-site operation, the on-site office shall be closed to walk-in traffic, starting at twelve noon (local time) on the day prior to the last day of operations of the outgoing Contractor, except for emergency travel arrangements.

9.5.4. If the incoming Contractor had proposed to take over the outgoing Contractor's CRS or other equipment, this should be finalized during the afternoon hours of the last day of the transition.

9.5.5. The Government is responsible for notifying its employees of the proposed closings and interim procedures for obtaining emergency services. Such notice shall be posted in the on-site office.

9.5.6. "RESERVED"

10.0 Deliverables

10.1. The Contractor shall provide the following deliverables/submittals within the time frames identified below:

<u>REFERENCE/ DELIVERABLE</u>	<u>DUE DATE*</u>	<u>ADDRESSEE</u>
Ticket Delivery	As applicable. Routinely, no earlier than two days prior to travel, emergency prepaids to appropriate airports within 2 hours.	Traveler, either by pickup or by Contractor delivery as outlined in this contract
Quarterly Problems and Solutions Report	10th day after the last day of each calendar quarter	COR
Quarterly Sales Activity Report	10th day after the last day of each calendar quarter	COR

Reconciliation Report of Transport Billings	10 th day after receipt of charge card vendor's billing tapes.	COR
Transaction Fee Report	25 th day of each month	COR
TMC Information Pamphlet	14 days after start date listed in Notice to Proceed and for all other deliveries, within 3 days of request from COR; to individual travelers at time of ticket issuance	COR/traveler
Quality Service survey	14 days after start date set forth in Notice to Proceed	COR

*Days represent calendar days

10.2. Addressees

10.2.1. The address for the COR is set forth below:

U.S. Embassy Manila
Travel Office
1201 Roxas Blvd., Ermita Manila

10.2.2. Other addressees for the Individual Passenger Listing Report include the following:

- 1) Contracting Officer, GSO/Contracting and Procurement
U.S. Embassy Manila
GSO Building, Seafront Compound, Pasay City
- 2) Travel Assistant, SGSO/Visitors Section – Travel Office
U.S. Embassy Manila

1201 Roxas Blvd., Ermita, Manila

3) Voucher Unit Supervisor, Financial Management Center (FMC)

U.S. Embassy Manila

1201 Roxas Blvd., Ermita, Manila

11.0 Notice to Proceed, Period of Performance, and Options.

11.1. Notice to Proceed

11.1.1. Immediately upon receipt of notice of award, the Contractor shall take all necessary steps to prepare for performance of the services required hereunder. The Contractor shall have a maximum of thirty calendar days to complete these steps.

11.1.2. Following receipt from the Contractor of acceptable evidence that the Contractor has obtained all required licenses, permits and insurance and is otherwise prepared to commence providing the services, the Government shall issue a Notice to Proceed.

11.1.3. On the date established in the Notice to Proceed (this notice will allow a minimum of seven (7) calendar days from the date of the Notice to Proceed, unless the Contractor agrees to an earlier date), the Contractor shall start work.

11.2. The performance period of this contract is from the start date established in the Notice to Proceed and continuing for 12 months, with two (2), one-year options to renew. This contract also includes an additional option under FAR 52.217-8. The initial period of performance includes any transition period authorized under the contract.

12.0 Place of Performance

The Contractor is required to provide one Travel Management Center to be used to provide the services required hereunder. This center shall be staffed by the Contractor's personnel and located at:

U.S. Embassy Manila

Travel Office

1201 Roxas Blvd., Ermita, Manila

13.0 Hours of Service

The Contractor shall provide service Monday to Friday during the hours from 7:30 A.M. to 4:30 P.M. The Contractor shall provide emergency services outside regular working hours through a 24-hour, toll-free phone number, available to all Government travelers. See also Section 1, continuation of block 20, paragraph 3.10.

14.0 Basis of Compensation to the Contractor

14.1. Official Travel. The Government will reimburse the Contractor for transportation services for official travel arranged by the Contractor. This reimbursement will include only the actual carrier rates and/or fares effective for air, rail, bus and steamship tickets issued to Government travelers for official travel. The Government will also pay the Contractor, upon receipt of a proper invoice, the applicable transaction fees. The Contractor shall comply with travel authorization requirements established by the Government to verify that transportation billed is for official travel. The Government shall issue a Travel Authorization (TA), which shall be furnished by the traveler to the Contractor. The Contractor shall use this TA to document each official ticket. The Contractor shall ensure that the Government is billed for prepaid ticket charges only when required by airline tariff. Most airlines have exemptions to this charge for official Government travel.

14.2 Transaction Fee. See paragraph 17.0 for details regarding how the transaction fee shall be administered.

14.3. Personal Travel. The Government accepts no liability for the cost of any personal travel arranged by the Contractor for Government employees. The Contractor is responsible for collecting payment from the traveler for the cost of personal travel and any transaction fee, if applicable.

14.4. Commissions by Service Providers. Other compensation for services provided under this contract may be in the form of commissions received by the Contractor from carriers, and suppliers of lodging, rental vehicles, and other travel services. The Government accepts no responsibility or liability for payment of such concessions. The Contractor is warned that commercial practices may not apply to the payment of commissions on Government rates.

14.5. "RESERVED"

15.0 Billing and Payment Procedures

15.1. Billing and payment procedures for transportation expenses will differ, as noted below, according to whether the agency is participating in the Government travel card program. Only

the cost of official carrier transportation and excess baggage may be charged to the Government, plus the transaction fee, reduced by any commission.

15.2. The Contractor shall refund immediately the difference in cost if the Contractor has failed to book the lowest available fare except for the constraints noted in Section 1, continuation of block 20, paragraph 3.2.1, that satisfies agency needs. No transaction fee shall be charged for this refund, but neither shall the transaction fee paid by the Government, be refunded by the Contractor.

15.3. The traveler must make payment for all other services, such as hotels or rental cars. The traveler shall make such payment, as appropriate, to the supplier or to the Contractor. The Contractor shall accept the Government travel card (as described below) and may allow any other mutually accepted arrangement.

15.4. Agencies Participating in the Government Travel Card Program

15.4.1. The Government has contracted with Citibank to provide Government Travel Charge Cards to U.S. Government travelers for purchase of transportation and related travel services. The cards have the standard Citibank logo and are issued to individual employees in the employee's name.

15.4.2. In addition, Citibank also has an arrangement with the Government to provide CBA accounts for agency use to purchase official airline transportation. These are account numbers established with the Contractor for transportation charges billed to participating agency offices.

15.4.3. The Contractor shall accept the Citibank Government Travel Charge Cards only for official transportation and other official travel services, including lodging and vehicle rentals. In addition, the Contractor shall accept the CBA account for agency purchase of official airline transportation. The Contractor shall process these transactions in the same manner as those using similar private charge and credit cards.

15.4.4. Contract airlines have agreed to accept the Government Travel Charge Card account as an authorized form of payment for purchase of GSA's city-pair contract fare, (YCA and CA), and for purchase of non-contract Government fares (YDG or similar).

15.4.5. Each ticket issued by the Contractor shall reference the appropriate Government Travel Charge Card or CBA account number in the payment box. The Contractor shall ensure transportation is charged to the correct accounts.

15.4.6. Official transportation sales purchased with Government Travel Charge Cards and CBA accounts must be included in management information summaries provided to the COR.

15.5 “RESERVED”

16.0 Refund Procedures

16.1. Under no circumstances shall the Contractor provide any Government employee with a cash refund on tickets for official Government travel.

16.2. Agencies shall use SF 1170s or receipts for returned tickets to apply to the Contractor for refunds for unused transportation purchased directly by the agency. Documentation standards shall be established by each agency but, as a minimum, the Contractor shall identify each refund or credit by original ticket and invoice number (if applicable).

16.2.1. For CBA Purchases: The Contractor shall treat refunds on purchases by CBA in the same manner as refunds for similar charge or credit card purchases. Refunds for unused, downgraded or exchanged tickets shall be made by the Contractor immediately in the form of a credit refund receipt returned to the agency, with the credit applied to the agency's CBA. No cash refunds shall be made for CBA purchases.

16.2.2. For GTR Purchases: The Contractor shall remit refunds to the agency within ten working days after receipt of application for refund. There is nothing expressed or implied in this provision to preclude the Contractor from making refunds on account.

16.3 Employees who have been issued Government Travel Charge Cards shall apply directly to the Contractor, through the delivery control point, for refunds for unused transportation. The Contractor shall treat such refund requests in the same manner as refunds for similar charge or travel card purchases. Refunds shall be given immediately, in the form of a credit refund receipt returned to the employee, with the credit applied to the individual employee's travel card account.

17.0 Transaction Fee Procedures

17.1 Official and Personal Travel. These procedures apply only to official Government travel, not personal travel. Any transaction fee charged to an individual on personal travel shall be between the traveler and the Contractor. However, the Contractor shall post in a plainly visible location, the transaction fee to be charged to a traveler on personal travel.

17.2. Charging of Transaction Fees. Block 20, paragraph 2.0 includes definitions for “Transaction” and “Transaction Fee”. The pricing portion of this contract sets forth more than one transaction fee amount and the applicable fee is based upon which category in the pricing table describes the transaction. For example, if the service is performed on-site, then the transaction fee charged for the transaction shall be the “on-site services domestic/international transaction fee”. The following paragraphs describe what constitutes a transaction for purposes of charging a transaction fee.

17.2.1. When requested by the Government, the Contractor is required to arrange for transportation of one or more individuals. The Contractor may charge only one transaction fee per itinerary when the ticket is issued. When multiple people travel on the same order, each individual traveler would have an itinerary. The (individual) itinerary could have multiple tickets, but only one transaction fee per is charged. (fee is not based on the number of tickets needed to complete the (individual) itinerary). Until such time as the Government requests the Contractor to issue and the Contractor actually issues a ticket for transportation, no transaction fee shall be charged for any services associated with that transportation, including but not limited to:

- the original transportation reservations;
- changes to the original transportation reservations;
- lodging reservations;
- car rental reservations; and
- any related services described in Continuation of Block 20, paragraph 3.5 or elsewhere in this contract

17.2.2. Upon issuance of the transportation ticket, the Contractor shall charge the Government the applicable transaction fee for one transaction, that transaction being the ticket issuance. The Contractor shall not charge additional transaction fees for any other services noted above or elsewhere in this contract.

17.2.3. Once the ticket is issued, if the traveler requests a change in that ticket that requires ticket reissuance, the Contractor shall charge the Government an additional transaction fee. No additional transaction fee shall be charged for any other services.

17.2.4. After ticket issuance, if the Contractor must change and/or change and reissue the ticket because the Contractor or the Government discovers a Contractor-caused error in the routing, carrier or other problem, there shall be no additional transaction fee charge.

18.0 Security - The Government reserves the right to deny access to U.S.-owned and U.S.-operated facilities to any individual. The Contractor shall provide the names, biographic data and police clearance on all Contractor personnel who shall be used on this contract prior to their utilization as required below in "Government Approval and Acceptance of Contractor Employees". The Government shall issue identity cards to approved Contractor personnel, each of whom shall display his/her card(s) on the uniform at all times while on Government property or while on duty at private residences. These identity cards are the property of the Government and the Contractor is responsible for their return upon termination of the contract, when an employee leaves Contractor service, or at the request of the Government.

19.0 Government Approval and Acceptance of Contractor Employees - The Contractor shall subject its personnel to the Government's approval. All employees shall pass a suitable investigation conducted by the Contractor, including recommendation(s) from their respective supervisor(s). Also required is a police check covering criminal and/or subversive activities, a check of personal residence, and a credit investigation. All such investigations shall be provided in summary form to the COR for review and approval or disapproval. The contractor shall not use any employees under this contract without Government approval.

20.0 Key Personnel.

20.1 The Contractor shall assign to this contract the following key person to the identified position/function:

POSITION/FUNCTION	NAME
Project Manager	* _____ *
Site Manager(s)	* _____ *

* To be completed at time of award.

20.2. During the first 90 days of performance, the Contractor shall make no substitutions of key personnel unless the substitution is necessitated by illness, death, or termination of employment. The Contractor shall notify the COR within 10 calendar days after the occurrence of any of these events and provide a detailed explanation of the circumstances necessitating the proposed substitution, complete resume for the proposed substitute, and any additional information requested by the COR. The proposed substitute must possess qualifications comparable to the original key person, as well as satisfying any minimum standards set forth elsewhere in the solicitation/contract.

20.3 After the first 90 days, the Contractor may substitute a key person if the Contractor determines the change is necessary. However, prior to making that substitution, the contractor shall provide a complete resume for the proposed substitute, and any additional information requested by the Contracting Officer. The proposed substitute shall possess qualifications comparable to the original key person and meet the minimum standards set forth in the contract.

20.4. Whenever a Key Person substitution is requested, the Project Manager shall sign the resumes, certifying that the resume is accurate and complete, and that the proposed replacement meets the required experience levels. The COR will notify the Contractor within 5 calendar days after receipt of all required information of the decision on the substitution. The COR shall confirm oral approvals or rejections in writing. The Government will modify the contract to reflect any changes in key personnel.

21.0 Personal Injury, Property Loss or Damage (Liability) - The Contractor hereby assumes absolute responsibility and liability for any and all personal injuries or death and/or property damage or losses suffered due to negligence of the Contractor's personnel in the performance of the services required under this contract.

22.0 Insurance - The Contractor, at its own expense, shall provide and maintain during the entire period of performance of this contract, whatever insurance is legally necessary. The Contractor shall procure and maintain during the entire period of performance under this contract the following minimum insurance:

Comprehensive General Liability

- 1) Bodily injury on or off site stated in Philippine currency:

Per Occurrence	₱ 100,000.00
Cumulative	₱ 500,000.00
- 2) Property Damage on or off site stated in Philippine currency:

Per Occurrence	₱ 100,000.00
Cumulative	₱ 500,000.00

Workers' Compensation and Employer's Liability

Workers' Compensation and Occupational Disease
Statutory, as required by host country law
Employer's Liability

Government as Additional Insured. The general liability policy required of the Contractor shall name "the United States of America, acting by and through the Department of State", as an additional insured with respect to operations performed under this contract.

23.0 "RESERVED"

24.0 Permits - Without additional cost to the Government, the Contractor shall obtain all permits, licenses, and appointments required for the prosecution of work. The Contractor shall obtain these permits, licenses, and appointments in compliance with applicable host country laws. The Contractor shall provide evidence of possession or status of application for such permits, licenses, and appointments to the Contracting Officer with its proposal. Application, justification, fees, and certifications for any licenses required by the host government are entirely the responsibility of the Contractor.

25.0 Post Award Conference – Within 10 days after contract award, a post award conference will be held at the Embassy, the precise location, date and time to be provided by the Government at time of award.

26.0 Task Order Issuance - Under this contract, any request for travel management services for official travel shall be considered to be issuance of a task order under the clause at FAR 52.216-18.

27.0 Requiring Activities and Participating Agencies

(a) Requiring Activity(s).

(1) The following activity(s) are requiring activity(s) whose official transportation requirements must be ordered under this contract:

State Program, State ICASS, Library of Congress (LOC), JUSMAG, Agriculture and Plant Health Inspection Service International Services (APHIS), Foreign Agricultural Services (FAS), Agricultural Trade Office (ATO), Drug Enforcement Administration (DEA), Department of Justice (DOJ), FBI, ICITAP, Fleet Support Office (FSO), PACOM, Naval Criminal Investigation Service (NCIS), Overseas Building Operation (OBO), Anti-Terrorism Assistance (ATA), Public Affairs Section (PAS), Global Publishing Solution (GPS), USADB, FAO, SATMO, AMC, Transportation Security Administration (TSA), CIS, VSU/ICE, CBP, USAID, AID/RIG, CDC, IBB, Defense Attache Office (DAO) and SOCPAC.

(2) Employees and their dependents of any of the above requiring activity may use travel services of a company other than this contractor if the traveler is already in official travel status and needs to make changes to travel arrangements previously made by the contractor;

(b) Participating Agency(s). U.S. Government agencies, other than those listed above as requiring activities, may be participating agencies. Employees and dependents of these participating agencies may elect to request contractor services for their official travel under this contract, even though they are not required users.

(c) Personal Travel. U.S. Government employees and their dependents may request contractor assistance for personal travel. However, no individual, including an employee or dependent of an employee working for a requiring activity, is required to use the services under this contract for personal travel.

ATTACHMENTS

<u>Attachment</u>	<u>Description</u>	<u>No. of Pages</u>
1	Etravel Service	2
2	Quarterly Sales Activity Report	2
3	Government Furnished Property	1

ATTACHMENT 1 – ETRAVEL SERVICE STANDARDS FOR ACCOMMODATING EXTERNAL TRAVEL AGENT SERVICES

CW Government Travel

CW Government Travel's 3rd Party TMC Integration Strategy:

The Department obtains Etravel services under a contract with Carlson Wagonlit Government Travel (CWGT). CWGT has developed a strong integration package to accommodate the needs of those customers who select or retain a TMC other than CWGT.

CWGT's eTS Partnership Package is a sub-contractor kit that contains the follow:

- Sub-contractor Agreement.
- TMC questionnaire that each 3rd party TMC must prepare prior to processing eTS transactions.
- A copy of the file formats for data transmission to meet the reporting requirements in Appendix 7 of the Master Contract.
- A list of security provisions required to support the overall security of the eTS solution.
- Non-disclosure Agreement.

The e2 Solution package provides for maximum flexibility in agency backroom systems, PNR formats and PNR processing. In addition, they provide profile synchronization services to TMCs, if desired.

THIRD PARTY TMC INTEGRATION REQUIREMENTS:

Third party TMC's providing fulfillment and traditional travel services for Federal Agencies using e2 as their eTS solution provider should be prepared to perform a number of activities prior to implementation and during the life of the contract. The following list is not all-inclusive but should give a TMC an idea of what type of physical and logistical support will be required to support an eTS implementation:

- Participate in weekly implementation planning meetings beginning no later than 2 weeks after award of the eTS Task Order. Implementation meetings will continue on a weekly basis until 2 weeks after implementation at a minimum. At the discretion of the e2 technical team, meetings may be on a face-to-face basis or via teleconference. Any travel expenses incurred by the third party TMC will be at their own expense.
- Participate in a one-day training class on how to process e2 transactions, either at the customer site or at the e2 Training facility in San Antonio, Texas.
- Provide the e2 technical team with a point of contact for technical assistance in the area of PNR configurations, profile configurations, etc

- Provide a telephone number for transfer of calls from the e2 Help Desk to the TMC during normal business hours
- Provide a telephone number for transfer of calls from the e2 Help Desk to the TMC after normal business hours (24 hour emergency Help Line)
- Fill out the TMC technical questionnaire which defines PNR formats and profile formats at least 30 days prior to implementation of e2
- If profile synchronization is requested, the TMC must fill out the Profile Synchronization form at least 30 days prior to implementation of e2
- Provide the e2 technical team with 5 copies of sample PNR's
- Provide the e2 technical team with 5 copies of sample profiles
- Provide the e2 technical team with 1 copy of the first level profile to be used for all PNR's for the Federal Agency
- Participate in testing of PNR formats and Profile formats as requested
- Open branch access to the online booking engine pseudo city code (branch access only, not AAA)
- Open branch access to the e2 pseudo city code (branch access only, not AAA)
- Provide the e2 technical team with a list of pseudo cities which are authorized viewership of all online booking generated PNR's
- Provide the e2 technical team with a written list of any discount numbers or ID codes for hotel and / or car rentals at least 2 weeks prior to implementation and on a timely basis thereafter if new ones are acquired
- Agree to provide transaction files to e2 on a weekly basis, no later than close of business on Tuesday of each week. e2 will provide the file formats at the first implementation meeting. Test files are required prior to implementation for certification of data accuracy and completeness. Transaction files will be used only to provide those reports required by the eTS contract.
- Agree to process transactions requiring agent intervention in a timely manner, to be dictated by the Federal Agency contracting for services.

eTS Vendor	For more information:
CW Government Travel (CWGT)	Gladys Massaro Director, Business Development, Military & Government Markets CWTSatoTravel Email gmassaro@cwtsatotravel.com Direct Line +1 910 228 8695 Fax +1 703 682 7282 3171 Beaver Creek Drive, SE Southport, NC 28461 USA

ATTACHMENT 2**QUARTERLY SALES ACTIVITY REPORT**

Agency	Number of 1st class tickets	Total value - 1st class tickets (US\$)	Number of Biz. class tickets	Total value - Biz class tickets (US\$)	Number of economy class tickets	Total value - economy class tickets (US\$)	Total value for all tickets (US\$)
STATE/Program							
STATE/ICASS							
LOC							
JUSMAG							
APHIS							
FAS							
ATO							
DEA							
DOJ							
FBI							
ICITAP							
FSO							
PACOM							
NCIS							
OBO							
ATA							
PAS							
GPS							

Agency	Number of 1st class tickets	Total value - 1st class tickets (US\$)	Number of Biz. class tickets	Total value - Biz class tickets (US\$)	Number of economy class tickets	Total value - economy class tickets (US\$)	Total value for all tickets (US\$)
USADB							
FAO							
SATMO							
AMC							
TSA							
CIS							
VSU/ICE							
CBP							
USAID							
AID/RIG							
CDC							
IBB							
DAO							
SOC PAC							

Attachment 3 to Description/Specifications/Statement of Work

GOVERNMENT FURNISHED PROPERTY

The Government shall make the following property available to the Contractor as "Government furnished property" for performance under the contract.

Nomenclature	Serial Number	Acquisition Cost (each)	Property Condition Code	Quantity	Date of Acquisition
Office space with approximate area of 30 sq. meters at Travel Office, NOX1 Building	-	-	-	-	-
HP Laser Jet 2420DN Printer	12008	\$184.40	4	1	09/18/2006
Open net Computer	13821/138055	\$1,273.00	4	1	08/23/2006
Typewriter	143013	-	4	1	-
Swivel Chair	-	\$320.00	4	6	10/09/2008
Table for 7	-	-	4	1	-
Pedestal drawers	-	-	4	7	-
Fax machine, Brother GX-8250	-	-	4	1	-
Copier, Konika-Minolta 7145	-	-	4	1	-
Table, round, wood	-	-	4	1	-
Chair, wood	-	-	4	8	-
Voltage regulator	-	-	4	7	-
Shelf	-	-	4	6	-
Filing Cabinet	-	-	4	4	-
Telephone (units only and do not include services)	-	-	4	7	-

PROPERTY CONDITIONS CODES

- 1 New or unused property in excellent condition. Ready for use and identical or interchangeable with new items delivered by manufacturer or normal source of supply.
- 2 New or unused property in fair condition. Soiled, shopworn, rusted, deteriorated, damaged to the extent that utility is slightly impaired.
- 3 New or used property so badly broken, soiled, rusted, mildewed, deteriorated, damaged, or broken that its condition is poor and its utility seriously impaired.
- 4 Property that has been slightly or moderately used, no repairs required, and still in excellent condition.
- 5 Used property which is still in fair condition and usable without repairs; however somewhat deteriorated, with some parts (or portion) worn and should be replaced.
- 6 Used property that still is usable without repairs in poor condition and undependable or uneconomical in use. Parts badly worn and deteriorated.
- 7 Used property, still in excellent condition, but minor repairs required. Estimated repair costs would cost no more than 10% of acquisition cost.
- 8 Used property, in fair condition, but minor repairs required. Estimated repair costs would be from 26% to 40% of acquisition cost.
- 9 Used property, in poor condition, and recurring major repairs. Badly worn, and would still be in doubtful condition of dependability and uneconomical in use of repaired. Estimated repair cost between 41% and 65% of acquisition cost.